



INFORMATION PRACTICES

Collection of Personal Health Information

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, health history, records of your visits to Runnymede Healthcare Centre and the care that you received during those visits. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

Uses and Disclosures of Personal Health Information

We use and disclose your personal health information to:

- treat and care for you,
- get payment for your treatment and care (from OHIP, WSIB, your private insurer or others),
- plan, administer and manage our internal operations,
- conduct risk management activities,
- conduct quality improvement activities (such as sending patients satisfaction surveys),
- teach, conduct research, compile statistics,
- fundraise to improve our healthcare services and programs,
- comply with legal and regulatory requirements, and
- fulfil other purposes permitted or required by law.

The following personal health information may be disclosed to the public:

- the fact that you are a patient at Runnymede Healthcare Centre,
- your general health status described as critical, poor, fair, stable or satisfactory or in similar terms, and
- your location in Runnymede Healthcare Centre.

Your Choices

You may access and correct your personal health records, or withdraw your consent for some of the above uses and disclosures by contacting us (subject to legal exceptions).

Important Information

- We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal to the extent possible.
- We conduct audits and complete investigations to monitor and manage our privacy compliance.
- We share your religious affiliation with your requested religious contact. You may withhold consent as directed for this purpose.
- We take steps to ensure that everyone who performs services for us protects your privacy and only uses your personal health information for the purposes that you have provided consent.

How to Contact Us

For more information about our privacy protection practices, or to raise a concern you may have with our practices, contact our privacy person:

Health Records Department:

Phone #: 416-762-7316 (x230)

Fax #: 416-762-3836

Hours: Monday to Friday, 9:00 a.m. – 5:00 p.m.

You have the right to complain to the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner can be reached at:

2 Bloor Street East, Suite 1400

Toronto, Ontario

M4W 1A8

Canada

Tel #: 416-326-3333, Long Distance: 1-800-387-0073

Fax #: 416-325-9195

Email: info@ipc.on.ca

Website: www.ipc.on.ca